

CASE

NUMBER:

99-175

HISTORY INDEX FOR CASE: 1999-17
COLUMBIA GAS OF KENTUCKY, INC.
Complaints - Service
OF BEBY JAYARAM

IN THE MATTER OF BEBY JAYARAM VS. COLUMBIA GAS OF KENTUCKY,
INC.

SEQ NBR	ENTRY DATE	REMARKS
0001	04/29/1999	Application.
0002	04/29/1999	Acknowledgement letter.
0003	05/07/1999	Order to Satisfy or Answer, answer due 5/20/99 from Columbia Gas.
M0001	05/17/1999	STEPHEN BYARS COLUMBIA GAS-RESPONSE TO ORDER OF MAY 7,99
0004	05/28/1999	Data Request Order, info due 6/7/99 from complainant.
0005	05/28/1999	Data Request Order, info due 6/7/99 from Defendant.
M0002	06/07/1999	STEPHEN BYARS-RESPONSE TO ORDER OF MAY 28,99 FOR HISTORICAL USAGE RECORDS.
M0003	06/07/1999	BEBY JAYARAM COMPLAINANT-RESPONSE LETTER FROM COMPLAINANT TO 5/28/99 ORDER.
M0004	06/30/1999	STEPHEN SEIPLE COLUMBIA GAS-SUPPLEMENTAL RESPONSE TO PSC ORDER OF MAY 28, 1999.
0006	08/19/1999	Order scheduling 9/29 hearing; sets procedural schedule
M0006	08/27/1999	JUDY COOPER COLUMBIA GAS OF KY-INTERROGATORIES PROPOUNDED BY MR BEBY JAYARAM
M0005	08/30/1999	BEBY JAYARAM CITIZEN-LETTERS REQUESTING HEARING DATE TO BE SET FIRST WEEK SEPT
M0007	08/30/1999	BEBY JAYARAM CITIZEN-RESPONSE TO INTERROGATORIES OF COLUMBIA GAS & REQUEST FOR DATE CHANGE
M0008	09/01/1999	BEBY JAYARAM CITIZEN-REQUEST TO HAVE HEARING ON FIRST WEEK OF SEPT
M0009	09/10/1999	RICHARD TAYLOR COLUMBIA GAS-WITNESS LIST IN RESPONSE TO PSC ORDER OF AUG 19,99
0007	09/21/1999	Order cancelling 9/29 hearing; hearing requests due 10/6 or case stands submitte
M0010	09/28/1999	BEBY JAYARAM CITIZEN-LETTER FOR REQUEST TO CONSIDER PRESENT HEARING DATE
0008	05/15/2000	FINAL ORDER DISMISSING COMPLAINT



COMMONWEALTH OF KENTUCKY
PUBLIC SERVICE COMMISSION
211 SOWER BOULEVARD
POST OFFICE BOX 615
FRANKFORT, KY. 40602
(502) 564-3940

CERTIFICATE OF SERVICE

RE: Case No. 1999-175
COLUMBIA GAS OF KENTUCKY, INC.

I, Stephanie Bell, Secretary of the Public Service Commission, hereby certify that the enclosed attested copy of the Commission's Order in the above case was served upon the following by U.S. Mail on May 15, 2000.

See attached parties of record.

Stephanie J. Bell

Secretary of the Commission

SB/sa
Enclosure

Judy M. Cooper
Manager, Regulatory Services
Columbia Gas of Kentucky, Inc.
2201 Mercer Road
P. O. Box 14241
Lexington, KY. 40512 4241

Beby Jayaram
2705 Southview Drive
Lexington, KY. 40503

Honorable Stephen R. Byars
Attorney for Columbia Gas
Columbia Gas of Kentucky, Inc.
P.O. Box 14241
Lexington, KY. 40512 4241

Honorable Richard S. Taylor
Attorney for Columbia Gas
315 High Street
Frankfort, KY. 40601

Honorable Stephen B. Seiple
Attorney for Columbia Gas
Columbia Gas of Kentucky, Inc.
200 Civic Center Drive
P.O. Box 117
Columbus, OH. 43216 0117

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

BEBY JAYARAM)	
)	
COMPLAINANT)	
)	
v.)	CASE NO. 99-175
)	
COLUMBIA GAS OF KENTUCKY, INC.)	
)	
DEFENDANT)	

O R D E R

On April 23, 1999, Beby Jayaram filed a formal complaint against Columbia Gas of Kentucky, Inc. ("Columbia Gas"). Mr. Jayaram alleged in his complaint that Columbia Gas overcharged him for his consumption of gas during the billing periods of December 1998, January 1999, and February 1999. Mr. Jayaram also alleged that Columbia Gas had disconnected his water heater, that he was required to pay a professional plumber to reconnect the water heater, and that he suffered from a lack of hot water for a number of days, which caused his mother to develop several health complications. Mr. Jayaram seemed to be requesting that Columbia Gas reimburse him for the amount allegedly overcharged and that Columbia Gas be held accountable for the inconveniences caused to him and his mother by disconnection of the water heater.

In its answer, Columbia Gas averred that it was not responsible for any of the damages Mr. Jayaram alleged in his complaint and further averred that it had charged properly tariffed rates.

On May 28, 1999, the Commission ordered Columbia Gas to remove and test for accuracy the meter located in Mr. Jayaram's home. When tested by Columbia Gas, the meter tested to be 2.5 percent slow.

On August 30, 1999, Mr. Jayaram requested that the hearing scheduled by the Commission be postponed due to his search for employment which would carry him out of town. By Order of September 21, 1999, the Commission cancelled the scheduled hearing and ordered that if either party desired a hearing, a written request should be filed with the Commission within 15 days of the issuance of the Order. As of May 10, 2000, no party has filed such a request.

Having reviewed the evidence on record and being otherwise sufficiently advised, the Commission finds that:

1. A hearing on this matter is not necessary in the public interest or for the protection of substantial rights, and this complaint should be dismissed without a hearing.

2. Mr. Jayaram has failed to allege that Columbia Gas charged non-tariffed rates or that his gas meter was inaccurate. In fact, when Columbia Gas tested the meter per Commission Order, it tested 2.5 percent slow, which means any error in Mr. Jayaram's bills has been to his benefit. Mr. Jayaram, therefore, has stated no claim upon which the Commission may grant relief.

3. The Commission lacks the proper jurisdiction to grant the damages Mr. Jayaram seeks for expenses related to his mother's health.

IT IS THEREFORE ORDERED that the complaint herein is hereby dismissed with prejudice.

Done at Frankfort, Kentucky, this 15th day of May, 2000.

By the Commission

ATTEST:


Executive Director

RECEIVED
SEP 28 1999
PUBLIC SERVICE
COMMISSION

September 23, 1999

To:
The Executive Director
COMMONWEALTH OF KENTUCKY
PUBLIC SERVICE COMMISSION
730 Schenkel Lane, P O Box 615
Frankfort, KY 40602

Attn.: Ms. Stephanie Bell

RE: CASE NO. 99-175

Dear Honorable Executive Director:

I do hope that you have received my previous letters and fax messages, requesting to pre-phone the current hearing date of September 29, 1999, to early or first week of September, 1999. I need to mention that I got a new job in Washington, DC, and I have to report to work on Monday, September 27, 1999. I am leaving Lexington this week end. I informed this to couple of your colleagues: talked to Mrs. Jeff Cigar, Bill Solomon, and Ms. Stephanie Bell.

Since I am not able to present to the current hearing on September 29, 1999. I am worried and do not know what to do. I again humbly request you to consider my pray and help me in this current situation.

My new address affects from 10-4-99 is:

Dr. Beby Jayaram
2000 S. Eads St., Apt. 222
Arlington, VA 22202

Upon obtaining the phone number, I will let you know.

I do strongly believe that my humble request will receive your kind attention.

Thank you for your consideration and help.

Sincerely,


Beby Jayaram, Ph. D.
2705 Southview Dr.
Lexington, KY 40503
Ph: 606/276-3834 e-mail:bjay619888@aol.com



COMMONWEALTH OF KENTUCKY
PUBLIC SERVICE COMMISSION

730 SCHENKEL LANE
POST OFFICE BOX 615
FRANKFORT, KY. 40602
(502) 564-3940

September 21, 1999

To: All parties of record

RE: Case No. 99-175

We enclose one attested copy of the Commission's Order in
the above case.

Sincerely,

A handwritten signature in cursive script that reads "Stephanie Bell".

Stephanie Bell
Secretary of the Commission

SB/sa
Enclosure

Judy M. Cooper
Manager, Regulatory Services
Columbia Gas of Kentucky, Inc.
2201 Mercer Road
P. O. Box 14241
Lexington, KY 40512 4241

Bebby Jayaram
2705 Southview Drive
Lexington, KY 40503

Honorable Stephen R. Byars
Attorney for Columbia Gas
Columbia Gas of Kentucky, Inc.
P.O. Box 14241
Lexington, KY 40512 4241

Honorable Richard S. Taylor
Attorney for Columbia Gas
315 High Street
Frankfort, KY 40601

Honorable Stephen B. Seiple
Attorney for Columbia Gas
Columbia Gas of Kentucky, Inc.
200 Civic Center Drive
P.O. Box 117
Columbus, OH 43216 0117

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

BEBY JAYARAM)	
)	
COMPLAINANT)	
)	
V.)	CASE NO. 99-175
)	
COLUMBIA GAS OF KENTUCKY, INC.)	
)	
DEFENDANT)	

O R D E R

On August 8, 1999, the Commission entered an Order setting a formal hearing in this matter on September 29, 1999. The Commission also entered a procedural schedule for certain discovery and witness notification requirements.

On August 30, 1999, Beby Jayaram ("Complainant") filed a request to hold the hearing the first week of September.

The Commission's Order of August 19, 1999 contained a procedural schedule that permitted the parties to file a request for production of documents and written interrogatories upon the other party for the purpose of narrowing the issues and determining evidence that may be produced at the formal hearing.

On August 27, 1999, Columbia Gas of Kentucky, Inc. filed questions directed to the Complainant, and the Complainant answered those questions on August 30, 1999. The Complainant filed with his answers a request to move the hearing date forward to the first week of September. That request, however, was not possible to grant.

Complainant's grounds for the request were that he would be absent during the time set for the hearing. The Commission will consider the request of Complainant as a motion for continuance of the hearing scheduled for September 29, 1999. The Commission wishes to afford each party a reasonable opportunity to be heard, but will grant a continuance only upon grounds that it considers sufficient and under terms that will afford each party due process.

IT IS THEREFORE ORDERED that:

1. The formal hearing scheduled for September 29, 1999 is continued.
2. Unless either party files a written request for a hearing within 15 days from the date of this Order, a hearing will not be held, and this matter shall stand submitted to the Commission for a decision upon the filings in the record.

Done at Frankfort, Kentucky, this 21st day of September, 1999.

By the Commission

ATTEST:


Executive Director

COMMONWEALTH OF KENTUCKY

BEFORE THE PUBLIC SERVICE COMMISSION

RECEIVED
SEP 10 1999
PUBLIC SERVICE
COMMISSION

In the Matter of:

BEBY JAYARAM)	
)	
COMPLAINANT)	
)	
v.)	CASE NO. 99-175
)	
COLUMBIA GAS OF KENTUCKY, INC.)	
)	
DEFENDANT)	

WITNESS LIST OF COLUMBIA GAS OF KENTUCKY, INC.
IN RESPONSE TO
THE COMMISSION'S ORDER OF AUGUST 19, 1999

In compliance with the Commission's Order of August 19, 1999, Columbia Gas of Kentucky, Inc. submits the names of its witnesses who may be called upon to testify concerning this complaint.

Carolyn C. Woodford – Manager, Customer Programs

Eric M. Parr – Director, Customer Service

J. Douglas Wells – Customer Service A

Roger L. Wingate – Operations Manager

Judy M. Cooper – Manager, Regulatory Services

Dated at Frankfort, Kentucky, this 10th day of September, 1999.

Respectfully submitted,

COLUMBIA GAS OF KENTUCKY, INC.

By: Richard S. Taylor (gmc)

Hon. Richard S. Taylor
315 High Street
Frankfort, Kentucky 40601
Telephone: (502) 223-8967

Andrew J. Sonderman, General Counsel
Stephen B. Seiple, Senior Attorney
David W. Rubadue, Senior Attorney
200 Civic Center Drive
P. O. Box 117
Columbus, Ohio 43216-0117
Telephone: (614) 460-4639
Fax: (614) 460-6986

Attorneys for
COLUMBIA GAS OF KENTUCKY, INC.

CERTIFICATE OF SERVICE

I hereby certify that I have served a copy of the foregoing Witness List of Columbia Gas of Kentucky, Inc. by ordinary U. S. Mail this 10th day of September, 1999 on the Complainant, Beby Jayaram, 2705 Southview Drive, Lexington, Kentucky 40503.

Richard S. Taylor (gmc)
Richard S. Taylor

RECEIVED

SEP 01 1999

PUBLIC SERVICE
COMMISSION

August 30, 1999

To:
The Executive Director
COMMONWEALTH OF KENTUCKY
PUBLIC SERVICE COMMISSION
730 Schenkel Lane, P O Box 615
Frankfort, KY 40602

Attn.: Ms. Stephanie Bell

RE: CASE NO. 99-175

Dear Honorable Executive Director:

I do hope that you have received my fax message dated August 26, 99, requesting to pre-phone the current hearing date of September 29, 1999, to early or first week of September, 1999. As I stated, I am looking for a job, and I will be leaving Lexington around September 15, 99, to join the new job in Washington, DC area. It will be very difficult to attend the hearing on September 29, 1999 in Frankfort. I did bring this to several people at your office.

I again humbly request you to pre-phone the current hearing date of September 29, 1999, to early or first week of September, 1999.

I do strongly believe that my humble request will receive your kind attention.

Thank you for your consideration and help.

Sincerely,



Beby Jayaram, Ph. D.
2705 Southview Dr.
Lexington, KY 40503
Ph: 606/276-3834 e-mail:bjay619888@aol.com

August 30, 1999

To:
The Executive Director
COMMONWEALTH OF KENTUCKY
PUBLIC SERVICE COMMISSION
730 Schenkel Lane, P O Box 615
Frankfort, KY 40602

RECEIVED
AUG 30 1999
PUBLIC SERVICE
COMMISSION

Attn.: Ms. Stephanie Bell

RE: CASE NO. 99-175
(INTERROGATORIES OF COLUMBIA GAS OF KENTUCKY, INC. TO BEBY JAYARAM)

Dear Honorable Executive Director:
Following are the responses to the above matter.

1. I first observed increase in gas bill from Columbia gas in mid March 1999, and explained this to several people at Columbia Gas of Kentucky. As I did not get any help from them, I requested the officers at Better Business Bureau of Lexington.
2. In March 1999, I received the inaccurate bill from Columbia gas.
3. The Columbia Gas has charged excess bill: \$61.47, 101.43 & 78.74 for December, January, & February & 1999 respectively.
4. Water Heater was shut off by Columbia gas.
5. The Water Heater was restored by T. Wilhite.

Respectfully submitted,

I do hope you will consider by previous request, dated August 26, 1999, and arrange for an early hearing date for first week of September.

Thank you for your consideration and help.

Sincerely,

Beby Jayaram, Ph. D.
2705 Southview Dr.
Lexington, KY 40503
Ph: 606/276-3834

August 26, 1999

To:
The Executive Director
COMMONWEALTH OF KENTUCKY
PUBLIC SERVICE COMMISSION
730 Schenkel Lane, P O Box 615
Frankfort, KY 40602

Attn: Ms. Stephanie Bell

RE: CASE NO. 99-175

Dear Honorable Executive Director:

Thank you very much you letter of ORDER, dated August 19, 1999, which I received lost night, as I was out of town, for than three weeks, looking for job. I need to be out of town for some more weeks for the same reason.

Hence, I humbly request you to pre-phone the current hearing date of September 29, 1999, to early or first week of September, 1999. By doing so you are helping an employed US citizen and a research scientist.

I do strongly believe that my humble request will receive your kind attention.

Thank you for your consideration and help.

Sincerely,

Beby Jayaram, Ph. D.
2705 Southview Dr.
Lexington, KY 40503
Ph: 606/276-3834

RECEIVED
AUG 30 1999
PUBLIC SERVICE
COMMISSION

RECEIVED

AUG 27 1999

PUBLIC SERVICE
COMMISSION

Lexington Office:
PO Box 14241
Lexington, KY 40512-4241

606 288-0215 Phone
606 288-0258 Fax

August 27, 1999

Ms. Helen C. Helton
Executive Director
Kentucky Public Service Commission
730 Schenkel Lane
Frankfort, KY 40601

RE: **Beby Jayaram V. Columbia Gas of Kentucky**
Case No. 99-175

Dear Ms. Helton:

Columbia Gas of Kentucky, Inc. hereby encloses, for filing with the Commission, an original and four (4) copies of Interrogatories propounded this day to Mr. Beby Jayaram, Complainant, pursuant to the Commission's Order of August 19, 1999.

Please call me at (606)288-0242 if you have any questions.

Thank you,



Judy M. Cooper
Manager, Regulatory Services

Enclosures

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

RECEIVED
AUG 27 1999

In the Matter of:

BEBY JAYARAM)
)
COMPLAINANT)
)
V.) CASE NO. 99-175
)
COLUMBIA GAS OF KENTUCKY, INC.)
)
DEFENDANT)

PUBLIC SERVICE
COMMISSION

INTERROGATORIES OF
COLUMBIA GAS OF KENTUCKY, INC.
TO BEBY JAYARAM

Pursuant to the Commission's Order of August 19, 1999 Columbia Gas of Kentucky, Inc. ("Columbia") propounds the following interrogatories to be answered by the Complainant, Beby Jayaram, in writing within ten (10) days of service hereof.

1. Describe in detail, providing dates and names, all communications that you or your agents have had with Columbia which relate to the gas service at the residence in question.
2. On what date did you first receive a gas bill from Columbia which you considered to be inaccurate?
3. Describe the items you believed were inaccurate on your gas bill from Columbia.
4. Identify each appliance that was shut off in the residence in question.

5. Identify the person(s) or company that restored service to each appliance identified in Question 4 and the date on which service was restored.

Respectfully submitted,

COLUMBIA GAS OF KENTUCKY, INC.

By: Richard S. Taylor (gmc)

Hon. Richard S. Taylor
315 High Street
Frankfort, Kentucky 40601
Telephone: (502) 223-8967

Andrew J. Sonderman, General Counsel
Stephen B. Seiple, Senior Attorney
David W. Rubadue, Senior Attorney
200 Civic Center Drive
P. O. Box 117
Columbus, Ohio 43216-0117
Telephone: (614) 460-4639
Fax: (614) 460-6986

Attorneys for
COLUMBIA GAS OF KENTUCKY, INC.

CERTIFICATE OF SERVICE

I hereby certify that I have served a copy of the foregoing Interrogatories of Columbia Gas of Kentucky, Inc. by ordinary U. S. Mail this 27th day of August, 1999 on the Complainant, Beby Jayaram, 2705 Southview Drive, Lexington, Kentucky 40503.

Richard S. Taylor (gmc)
Richard S. Taylor



COMMONWEALTH OF KENTUCKY
PUBLIC SERVICE COMMISSION

730 SCHENKEL LANE
POST OFFICE BOX 615
FRANKFORT, KY. 40602
(502) 564-3940

August 19, 1999

To: All parties of record

RE: Case No. 99-175

We enclose one attested copy of the Commission's Order in
the above case.

Sincerely,


Stephanie Bell
Secretary of the Commission

SB/sa
Enclosure

Richard S. Minch
Manager, Regulatory Services
Columbia Gas of Kentucky, Inc.
2201 Mercer Road
P. O. Box 14241
Lexington, KY 40512 4241

Bebby Jayaram
2705 Southview Drive
Lexington, KY 40503

Honorable Stephen R. Byars
Attorney for Columbia Gas
Columbia Gas of Kentucky, Inc.
P.O. Box 14241
Lexington, KY 40512 4241

Honorable Richard S. Taylor
Attorney for Columbia Gas
315 High Street
Frankfort, KY 40601

Honorable Stephen B. Seiple
Attorney for Columbia Gas
Columbia Gas of Kentucky, Inc.
200 Civic Center Drive
P.O. Box 117
Columbus, OH 43216 0117

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

BEBY JAYARAM)	
)	
COMPLAINANT)	
)	
V.)	CASE NO. 99-175
)	
COLUMBIA GAS OF KENTUCKY, INC.)	
)	
DEFENDANT)	

O R D E R

Columbia Gas of Kentucky, Inc., having answered the complaint of Beby Jayaram, and it appearing that issues of law and fact are in dispute, the Commission finds that a formal hearing in this matter should be held and a procedural schedule should be established.

IT IS THEREFORE ORDERED that:

1. A formal hearing shall be held on Wednesday, September 29, 1999, at 9:00 a. m., Eastern Daylight Time, in Hearing Room 1 of the Commission's offices at 730 Schenkel Lane, Frankfort, Kentucky.
2. On or before August 27, 1999, each party may serve upon any other party a request for production of documents and written interrogatories to be answered by the party within 10 days of service.

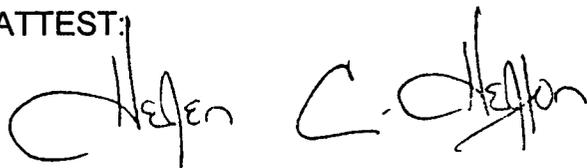
3. No later than September 10, 1999, each party shall serve upon all other parties a list of all witnesses who may be called to testify, together with a list and copy of all exhibits that will be introduced at the formal hearing.

4. No later than September 20, 1999, each party shall file any objection to any filed exhibit with supporting reasons for such objection. If no objection is made to an exhibit, it may be entered into evidence.

Done at Frankfort, Kentucky, this 19th day of August, 1999.

By the Commission

ATTEST:

A handwritten signature in black ink, appearing to read "Stephen C. Coffey". The signature is written in a cursive style with a large initial "S" and "C".

Executive Director

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

RECEIVED

JUN 30 1999

PUBLIC SERVICE
COMMISSION

In the Matter of:

BEBY JAYARAM)

COMPLAINANT)

v.)

COLUMBIA GAS OF KENTUCKY, INC.)

DEFENDANT)

CASE NO. 99-175

SUPPLEMENTAL RESPONSE
OF COLUMBIA GAS OF KENTUCKY, INC.
TO COMMISSION ORDER DATED MAY 28, 1999

In compliance with the Commission's Order dated May 28, 1999 Columbia Gas of Kentucky, Inc. ("Columbia") filed a *Response of Columbia Gas of Kentucky, Inc. to Commission Order Dated May 28, 1999* on June 7, 1999 ('Response'). At the time Columbia provided its response it agreed to test Mr. Jayaram's meter and to provide the Commission with the test results. The meter in question was removed from Mr. Jayaram's property on June 21 and the testing was completed on June 23, 1999. The test results indicate that the meter registered 2.5% slow. The results of the test are attached.

Dated at Columbus, Ohio, this 29th day of June, 1999.

Respectfully submitted,

COLUMBIA GAS OF KENTUCKY, INC.

By: *Stephen B. Seiple*

Stephen B. Seiple
Senior Attorney

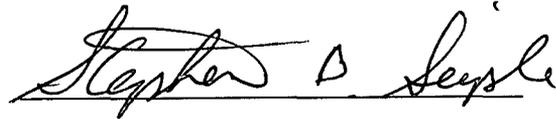
Andrew J. Sonderman, General Counsel
Stephen B. Seiple, Senior Attorney
David W. Rubadue, Senior Attorney
200 Civic Center Drive
P.O. Box 117
Columbus, Ohio 43216-0117
Telephone: (614) 460-4639
Fax: (614) 460-6986

Richard S. Taylor
315 High Street
Frankfort, Kentucky 40601
Telephone: (502) 223-8967

Attorneys for
**COLUMBIA GAS OF KENTUCKY,
INC.**

CERTIFICATE OF SERVICE

I hereby certify that I have served a copy of the foregoing Supplemental Response of Columbia Gas of Kentucky, Inc. to Commission Order Dated May 28, 1999 by ordinary U. S. Mail this 29th day of June, 1999 on the Complainant, Beby Jayaram, 2705 Southview Dr. Lexington, Kentucky 40503.

A handwritten signature in cursive script that reads "Stephen B. Seiple". The signature is written in black ink and is positioned above a horizontal line.

Stephen B. Seiple

B

COLUMBIA GAS DISTRIBUTION COMPANIES
REQUEST FOR SPECIAL TEST OF METER

11-12 (OSS)

TYPE TEST REQUESTED	<input checked="" type="checkbox"/> COMPLAINT <input type="checkbox"/> OFFICE <input type="checkbox"/> REFEREE		CUSTOMER DEPOSIT DATE <input type="checkbox"/> YES <input type="checkbox"/> NO 6/21/99	
	REASON FOR TEST		TEST ORDERED BY Office	
METER	CUSTOMER NAME Dr. B Jayaram		METER KIND AND SIZE 818	
	ADDRESS 2705 Southview Dr		METER NUMBER 21313089	
REMOVAL	CUSTOMER'S ACCOUNT NUMBER 14208944-001-0		DATE SET 2-85	
	DATE OF REMOVAL 6-21-99	LOCAL OFFICE NO. 2621	READING 7616	
	Meter Found to be: _____% Fast <u>25</u> % Slow		Mechanical Defects Found After Tests <input type="checkbox"/> SEE REVERSE SIDE	
TEST RESULTS	METER TESTED BY T. Smith		DATE 6-23-99	TEST WITNESSED BY
	TEST REPORTED TO CUSTOMER BY: <input type="checkbox"/> PHONE <input type="checkbox"/> LETTER		DATE	

BLUE-Meter Shop and Return to Local Office; Green-Local Office; White-Meter Shop, Attach to Meter

27

Capacity 98.0
Check 97.1

Index Check OK

June 3, 1999

To:
The Executive Director
COMMONWEALTH OF KENTUCKY
PUBLIC SERVICE COMMISSION
730 Schenkel Lane, P O Box 615
Frankfort, KY 40602

RECEIVED
JUN 07 1999
PUBLIC SERVICE
COMMISSION

RE: CASE NO. 99-175

Dear Honorable Executive Director:

In accordance with your order, dated May 28, 1999, I am sending this letter stating number of appliances/equipment that are operated by natural gas:

I have only two appliances which are operated by natural gas: 1) the hot water heater and 2) is the central heating system in my house.

Thank you for your consideration.

Sincerely,


Beby Jayaram, Ph. D.
2705 Southview Dr.
Lexington, KY 40503

Copy to:
The Columbia Gas
P O BOX 2200
Lexington, KY 40503

Dear Sir:
Please have a look at copies of ^{current} bills from Ky. American Water Co.,
Ky. Utilities Co. & Columbia gas Co. for ~~\$20.50~~ \$ 19.72, 13.50 &
54.71 respectively.

I strongly believe that Columbia Gas Co. is deliberately
charging excess rate. As it is spring I always open windows, doors,
on day time; close the door during sleeping. For shower we use
only ~~not~~ warm water.
I beg your help for justice.

June 3, 1999

To:
The Executive Director
COMMONWEALTH OF KENTUCKY
PUBLIC SERVICE COMMISSION
730 Schenkel Lane, P O Box 615
Frankfort, KY 40602

RE: CASE NO. 99-175

Dear Honorable Executive Director:

In accordance with your order, dated May 28, 1999, I am sending this letter stating number of appliances/equipment that are operated by natural gas:

I have only two appliances which are operated by natural gas: 1) the hot water heater and 2) is the central heating system in my house.

Thank you for your consideration.

Sincerely,



Beby Jayaram, Ph. D.
2705 Southview Dr.
Lexington, KY 40503

Copy to:
The Columbia Gas
P O BOX 2200
Lexington, KY 40503

June 3, 1999

To:
The Executive Director
COMMONWEALTH OF KENTUCKY
PUBLIC SERVICE COMMISSION
730 Schenkel Lane, P O Box 615
Frankfort, KY 40602

RE: CASE NO. 99-175

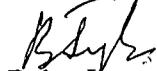
Dear Honorable Executive Director:

In accordance with your order, dated May 28, 1999, I am sending this letter stating number of appliances/equipment that are operated by natural gas:

I have only two appliances which are operated by natural gas: 1) the hot water heater and 2) is the central heating system in my house.

Thank you for your consideration.

Sincerely,



Beby Jayaram, Ph. D.
2705 Southview Dr.
Lexington, KY 40503

Copy to:
The Columbia Gas
P O BOX 2200
Lexington, KY 40503

June 3, 1999

To:
The Executive Director
COMMONWEALTH OF KENTUCKY
PUBLIC SERVICE COMMISSION
730 Schenkel Lane, P O Box 615
Frankfort, KY 40602

RE: CASE NO. 99-175

Dear Honorable Executive Director:

In accordance with your order, dated May 28, 1999, I am sending this letter stating number of appliances/equipment that are operated by natural gas:

I have only two appliances which are operated by natural gas: 1) the hot water heater and 2) is the central heating system in my house.

Thank you for your consideration.

Sincerely,


Beby Jayaram, Ph. D.
2705 Southview Dr.
Lexington, KY 40503

Copy to:
The Columbia Gas
P O BOX 2200
Lexington, KY 40503

Customer Account Information

Service to: 380-07523192-08 4
JAYARAM BEBY
2705 SOUTHVIEW DR

BILLING PERIOD

Mar.22,1999 TO Apr.23,1999
Date Billed 04-28-1999
Service for 32 Days
Next Reading on/about May 24

METER READING INFORMATION

Meter no. Meter size
089171546 5/8 inch
Present-Actual 080100
Prior 079700
Cubic Feet Usage 400
Equivalent Gallons 3,000

Billing Summary

AMOUNT OF LAST BILL
Payments, Apr.22,1999,Thank You
Prior Balance Apr.27,1999

CURRENT WATER CHARGES

Water Charge

OTHER CHARGES

LFUCG Sewer Charge
Franchise Tax,Svc.Class 6
Fayette County Tax,Svc.Class 6
KRA Withdrawal Fee,Svc.Class 6
Total current charges
Your Prior Balance was
TOTAL AMOUNT DUE

74.26
74.26CR
.00
13.05
5.92
.26
.39
.10
19.72
.00
\$19.72

5/5/99

MESSAGES TO YOU FROM KENTUCKY - AMERICAN

If you have questions or concerns, please contact our office. Office Hours 8:00 am to 4:30 pm M-F Phone 606-268-6300 or 1-800-678-6301, EMERGENCY - 606-269-2395.

Enjoy the Drive at 25 mph. All Lexington neighborhoods. All the time.

Have you checked out our Web Site? KAWC'S Web Site is full of good information including an interactive Kid's Page. Check it out - www.kawc.com.

KENTUCKY-AMERICAN SUPPORTS McCONNELL SPRINGS. As a major donor, Kentucky-American supports education programs that enhance the community's knowledge of the Springs. Visit McConnell Springs and see the permanent trail markers for the history of the site. The new Kentucky-American Water Company Education Center at the site will be dedicated this spring!

Brochures on tips to conserve water are available in our lobby.

PLEASE RETURN ENTIRE BILL WHEN PAYING IN PERSON

SERVICE ADDRESS				ACCOUNT NUMBER			TOTAL AMOUNT DUE	
BABY JAYARAM 2705 SOUTHVIEW DR LEXINGTON, KY 40503-2220				066851-036 5			DATE BILLED	MAY 14, 1999
							DUE DATE	MAY 26, 1999
							PLEASE PAY	\$13.50
SERVICE	FROM	BILLING TO	READ CODE	READINGS PREVIOUS	READINGS PRESENT	METER CONSTANT	USAGE	CHARGES
RS -URB RESIDENTIAL	04/14	05/13	R	06896	07106	1	210 KWH	12.65
(.00021) PER KWH FUEL ADJUSTMENT ON							210 KWH	0.04
3.13% ENVIRONMENTAL SURCHARGE ON				\$12.61				0.39
0.972% MERGER SURCREDIT ON				\$13.00				0.13
3.00% SCHOOL TAX ON			\$12.87					0.39
1.90% FRANCHISE FEE ON			\$12.87					0.24
TOTAL CURRENT BILL								13.50
PREVIOUS AMOUNT DUE								29.75
PAYMENT RECEIVED								04/20 29.75
TOTAL ACCOUNT BALANCE								\$13.50

KY. Utilities Co.

5/26

PLEASE HELP US SERVE YOU BETTER.
REVIEW YOUR HOME PHONE NUMBER ON THE
PAYMENT STUB. IF NOT CORRECT, MARK
THROUGH AND ENTER THE CORRECT NUMBER
THANK YOU FOR YOUR ASSISTANCE.

GEOTHERMAL HEATING AND COOLING
A GOOD CHOICE FOR
THE ENVIRONMENT.

FOR INFO CALL 606-255-0394

COMPARISONS

	DAYS OF SERVICE	TOTAL KWH	AVG. KWH PER DAY
CURRENT BILLING PERIOD	29	210	7.2
PREVIOUS BILLING PERIOD	30	238	7.9
SAME PERIOD LAST YEAR	28	185	6.6

If paying in person, please bring entire bill with you.



Your Account Number
14208944 001 000 0

Billing Summary For : **DR B JAYARAM**
2705 SOUTHVIEW DR
LEXINGTON KY 40503-2220

11 12 B 2621

Utility Services

Prior Billing Information

Account Balance on Last Bill	\$169.03
Payments Received as of 04-20-1999 THANK YOU!	\$169.03 CR
Previous Balance at Billing	\$0.00

Current Charges for Residential Service

Minimum Monthly Charge	\$19.44
Gas Delivery Charge	\$8.07
Gas Supply Cost	\$24.51
Lex.-Fay. Urban Govt. Franchise Fee	\$1.04
School Tax	\$1.56
Customer Assistance Program Surcharge	\$0.09
Current Month Charges	\$54.71

Amount Due

\$54.71

Please Pay Amount Due By May 27, 1999 \$54.71

Meter Information

Next Meter Reading Date : June 14, 1999

Meter Number	Billing Period		Days	Meter Readings		Gas Used
	From	To		From	To	
Z1313089 2705 Southview Dr	03-23-1999	05-13-1999	51	7547 Actual	7608 Actual	6.1 MCF

For Your Information :

Columbia Gas of Kentucky has contracted with Kentucky Utilities to conduct meter reading in the Lexington, KY area each month. This process will involve a re-routing of our accounts which may result in a change in your billing date. Therefore, you may receive one bill for a shorter or longer billing cycle. Following that bill, your billing period will return to a regular 30 day billing cycle. If you have questions about this meter reading arrangement or the change in your billing date, please call our Customer Service Center at 288-0200.

We value you as a customer and thank you for your patience during this transition to monthly meter readings to better serve you.

ATTENTION: KENTUCKY EXCAVATORS & BACKYARD GARDENERS... Call Kentucky Underground Protection, Inc. at 1-800-752-6007 two working days before you dig. All member companies will mark their underground lines free of charge! **It's your responsibility to call and IT'S THE LAW.**

New Billing Schedule... Your bill this month is for 51 days of service. This is due to a change in the date on which your meter was read. Fewer or more days of service than usual also affected the amount of your bill. Your meter will continue to be read on this new date and gas service will again be billed on a monthly basis. Please call us if you have any questions.

For questions regarding your bill, please call 606-288-0200 before your due date.

The Customer Service Center telephone hours are Monday - Friday, 8:00 a.m. - 7:00 p.m. Walk in Lobby hours are Monday - Friday, 8:30 a.m. - 4:30 p.m. Rate schedule information is available upon request.

Columbia Gas
of Kentucky

Lexington Office:
PO Box 14241
Lexington, KY 40512-4241

606 288-0215 Phone
606 288-0258 Fax

RECEIVED

JUN 07 1999

PUBLIC SERVICE
COMMISSION

Ms. Helen Helton
Executive Director
Kentucky Public Service Commission
730 Schenkel Lane
Frankfort, KY 40601

June 7, 1999

Dear Ms. Helton:

Enclosed for filing are the original and four copies of Columbia's response to the Commission's Order of May 28, 1999 in Case No. 99-175.

Sincerely,


Stephen R. Byars

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

RECEIVED
JUN 07 1999
 PUBLIC SERVICE
 COMMISSION

In the Matter of:

BEBY JAYARAM)	
)	
COMPLAINANT)	
)	
v.)	CASE NO. 99-175
)	
COLUMBIA GAS OF KENTUCKY, INC.)	
)	
DEFENDANT)	

RESPONSE OF COLUMBIA GAS OF KENTUCKY, INC.
TO COMMISSION ORDER DATED MAY 28, 1999

In response to the Commission's Order dated May 28, 1999 Columbia hereby submits the following:

1. Provide copies of historical usage records for the Complainant from November 1997 to present and indicate which of the recordings are for actual and estimated usage.

Answer: Historical Usage:

<u>Meter Read/ Billing Date</u>	<u>Meter Reading</u>	<u>Read Code</u>	<u>Mcf Usage</u>	<u>Bill Amount</u>
11/19/97	0006700	Calculated	4.8	\$ 37.90
12/22/97	0006763	Read	6.3	\$ 48.60
1/23/98	0006821	Calculated	5.8	\$ 48.86
2/23/98	0006911	Read	9.0	\$ 70.37
3/24/98	0006961	Calculated	5.0	\$ 38.91
4/23/98	0007017	Read	5.6	\$ 45.85
5/22/98	0007034	Calculated	1.7	\$ 17.55
6/23/98	0007046	Read	1.2	\$ 14.40
7/23/98	0007056	Calculated	1.0	\$ 13.09
8/21/98	0007069	Read	1.3	\$ 15.14

9/22/98	0007081	Calculated	1.2	\$ 14.21
10/21/98	0007098	Read	1.7	\$ 17.34
11/19/98	0007142	Calculated	4.4	\$ 34.99
12/22/98	0007216	Read	7.4	\$ 61.47
1/22/99	0007314	Calculated	9.8	\$ 69.63
2/22/99	0007562	Read	24.8	\$ 189.45
3/8/99 *	0007462	Adjustment	(10.0)	\$ (78.91)
3/23/99	0007547	Read	8.5	\$ 58.49
5/13/99	0007608	Read	6.1	\$ 54.71

* Date of Adjusted Bill based on corrected reading for 2/22/99. Meter verified on 3/3/99.

2. Explain how Columbia Gas misread the Complainant's meter on February 22, 1999.

Answer: The meter was read on February 22, 1999 as 7562. Subsequent verification of meter reading completed on March 3, 1999 indicated that the reading should have been 7462. The third dial was misread by one digit resulting in overbilling for 10 Mcf.

3. Refer to Columbia Gas's Answer, Attachment A. Explain how the corrections to the Complainant's usage for the months of January and February were made. Was the Complainant's account credited for the overbilled amount?

Answer: The corrected bills were based on the degree days between the actual meter reading on December 22, 1998 and the corrected meter reading for February 22, 1999. The complainant's account was credited for the over billed amount on March 8, 1999.

4. Explain how Columbia Gas turned off the hot water heater on March 19, 1999. Was the gas turned off from the meter, curb valve or from inside of the complainant's home?

Answer: The gas was turned off only to the hot water heater from the inside of the complainant's home at the hot water heater.

5. Columbia Gas's Answer, at Paragraph (C), indicates that on March 19, 1999, the water heater was red tagged "indicating, in writing, the action necessary to correct the problem" and that "the Serviceperson also contacted the customer by telephone to explain the actions Columbia had taken."

a. Provide a copy of the writing referred to at Paragraph (C).

Answer: A sample red tag is attached as Attachment A. In addition to the red tag the Serviceperson left a detailed explanation on a legal size pad with the Complainant's mother who was present in the home but spoke no English.

b. Was the customer present when the water heater was turned off?

Answer: No. On March 9, 1999 the Complainant again contacted Columbia and indicated that he felt the corrected billing was still too high. Columbia issued a high bill work order which requires that the Serviceperson have access to the appliances in the home. Columbia and the Complainant mutually agreed to the March 19, 1999 appointment. The Complainant's mother was present in the home and provided the necessary access.

c. When was the customer advised by telephone of Columbia's actions?

Answer: Columbia's Serviceperson contacted the Complainant on March 19, 1999 by telephone from the Complainant's home after leaving the red tag on the appliance and an additional note with the customer's mother. The Complainant's work number was obtained from a neighbor.

d. Was the Complainant advised of the danger posed by the internally vented hot water heater at the time of the service call?

Answer: Yes. In response to the Columbia Serviceperson's explanation of the danger the Complainant stated without argument that he understood the danger.

6. Perform a test of the Complainant's meter test and provide the test results along with any narrative deemed necessary to explain the results.

Answer: Columbia understands this to mean that the Complainant's meter should be removed and tested and the results submitted as a part of this proceeding. Such removal

requires access to the customer's home. Columbia will contact the Complainant to set up an appointment in order to remove the meter for testing. Columbia will provide the test results to the Commission as soon as the meter is tested.

Dated at Columbus, Ohio, this 7th day of June, 1999.

Respectfully submitted,

COLUMBIA GAS OF KENTUCKY, INC.

By: Stephen B. Seiple

Stephen B. Seiple
Senior Attorney

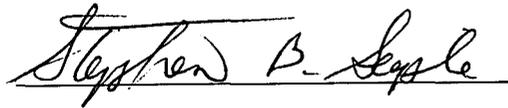
Andrew J. Sonderman, General Counsel
Stephen B. Seiple, Senior Attorney
David W. Rubadue, Senior Attorney
200 Civic Center Drive
P.O. Box 117
Columbus, Ohio 43216-0117
Telephone: (614) 460-4639
Fax: (614) 460-6986

Richard S. Taylor
315 High Street
Frankfort, Kentucky 40601
Telephone: (502) 223-89967

Attorneys for
**COLUMBIA GAS OF KENTUCKY,
INC.**

CERTIFICATE OF SERVICE

I hereby certify that I have served a copy of the foregoing Response of Columbia Gas of Kentucky, Inc. to Commission Order Dated May 28, 1999 by ordinary U. S. Mail this 7th day of June, 1999 on the Complainant, Beby Jayaram, 2705 Southview Dr. Lexington, Kentucky 40503.

A handwritten signature in cursive script that reads "Stephen B. Seiple". The signature is written in black ink and is positioned above a horizontal line.

Stephen B. Seiple

WARNING

Appliance Shut-off Notice

DO NOT RELIGHT OR USE THIS APPLIANCE UNTIL THE CONDITIONS THAT ARE CHECKED ON THE REVERSE OF THIS CARD ARE CORRECTED. CONTACT YOUR PLUMBER OR HEATING CONTRACTOR FOR NECESSARY REPAIRS OR REPLACEMENTS.

Columbia Gas[®]
of Kentucky

A Columbia Energy Group Company

Front of Card

•
•
•

•
•
•

Back of Card

The gas to this appliance has been shut off because its use is unsafe for the reasons indicated below and may result in injury to person and property.

- 1. LEAK IN GAS PIPING
- 2. IMPROPER GAS CONNECTION
- 3. DEFECTIVE VENT OR CHIMNEY
- 4. NOT PROPERLY VENTED
- 5. IMPROPER COMBUSTION
- 6. INSUFFICIENT VENTILATION AIR
- 7. FAULTY SAFETY PILOT
- 8. DEFECTIVE CONTROLS
- 9. DEFECTIVE WIRING
- 10. DEFECTIVE HEAT EXCHANGER
- 11. IMPROPERLY LOCATED

ADDRESS _____

REMARKS: _____

COLUMBIA GAS

TIME _____ AM
PM

DATE _____



COMMONWEALTH OF KENTUCKY
PUBLIC SERVICE COMMISSION
730 SCHENKEL LANE
POST OFFICE BOX 615
FRANKFORT, KENTUCKY 40602
www.psc.state.ky.us
(502) 564-3940
Fax (502) 564-3460

Ronald B. McCloud, Secretary
Public Protection and
Regulation Cabinet

Helen Helton
Executive Director
Public Service Commission

Paul E. Patton
Governor

May 28, 1999

To: All Parties of Record

Re: Case No. 99-175

We enclose one attested copy of each of the Commission's Orders in the above case.

Sincerely,
Stephanie Bell

Stephanie Bell
Secretary of the Commission

SB/hv
Enclosures



COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

BEBY JAYARAM)	
)	
COMPLAINANT)	
v.)	CASE NO. 99-175
)	
COLUMBIA GAS OF KENTUCKY, INC.)	
)	
DEFENDANT)	

O R D E R

IT IS HEREBY ORDERED that Columbia Gas of Kentucky, Inc. ("Columbia Gas") shall file the original and four (4) copies of the following information with the Commission with a copy to Complainant no later than 10 days from the date of this Order:

1. Provide copies of historical usage records for the Complainant from November 1997 to present and indicate which of the recordings are for actual and estimated usage.
2. Explain how Columbia Gas misread the Complainant's meter on February 22, 1999.
3. Refer to Columbia Gas's Answer, Attachment A. Explain how the corrections to the Complainant's usage for the months of January and February were made. Was the Complainant's account credited for the overbilled amount?
4. Explain how Columbia Gas turned off the hot water heater on March 19, 1999. Was the gas turned off from the meter, curb valve or from inside of the Complainant's home?

5. Columbia Gas's Answer, at Paragraph (C), indicates that on March 19, 1999, the water heater was red tagged "indicating, in writing, the action necessary to correct the problem" and that "the Serviceperson also contacted the customer by telephone to explain the actions Columbia had taken."

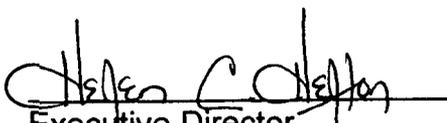
- a. Provide a copy of the writing referred to at Paragraph (C).
- b. Was the customer present when the water heater was turned off?
- c. When was the customer advised by telephone of Columbia's actions?
- d. Was the Complainant advised of the danger posed by the internally vented hot water heater at the time of the service call?

6. Perform a test of the Complainant's meter test and provide the test results along with any narrative deemed necessary to explain the results.

Done at Frankfort, Kentucky, this 28th day of May, 1999.

By the Commission

ATTEST:


Executive Director

Lexington Office:
PO Box 14241
Lexington, KY 40512-4241

606 288-0215 Phone
606 288-0258 Fax

RECEIVED

MAY 17 1999

PUBLIC SERVICE
COMMISSION

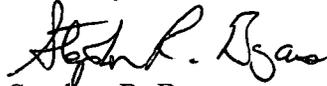
Ms. Helen Helton
Executive Director
Kentucky Public Service Commission
730 Schenkel Lane
Frankfort, KY 40601

May 17, 1999

Dear Ms. Helton:

Enclosed for filing are the original and four copies of Columbia's response to the Commission's Order of May 7, 1999 in Case No. 99-175.

Sincerely,


Stephen R. Byars

tariff rates not authorized by the Commission, and the complaint should be dismissed since the Complainant has therefore failed to state grounds for complaint.

(C) That Columbia, as part of its investigation of the customer's complaint, did promptly and justifiably turn off the hot water heater and red tag the appliance, based on a visual inspection by a Serviceperson on March 19, 1999. It was noted by the Serviceperson during an inspection of the customer's premises, conducted at the request of the customer, that the hot water heater was not vented to the outside of the house. This allowed combustible byproducts to be vented directly into the residence, posing an extremely hazardous condition to the customer. In addition to red tagging the appliance indicating, in writing, the action necessary to correct the problem, the Serviceperson also contacted the customer by telephone to explain the actions Columbia had taken. The Complainant has not alleged that Columbia is obligated to reconnect the customer's hot water heater under the terms of its currently effective tariff. Complainant has therefore failed to state grounds for the complaint.

(D) That Columbia is not responsible for the cost incurred by the customer for reconnecting the hot water heater. According to the terms of its tariff, Columbia is not responsible for the piping, appliances and equipment used in or on the customer's premises. Said property is not owned by Columbia and is the customer's responsibility. The Complainant has not alleged that Columbia is obligated to pay the customer's reconnection fee under the terms of its currently effective tariff. The Complainant has therefore failed to state grounds for the complaint.

WHEREFORE, Columbia prays that the complaint be dismissed since Columbia's tariff charges are consistent with Kentucky rules and statutes, and have been approved by the Commission. The Complainant has made no allegation that Columbia is not complying with its tariff or that Columbia has a duty under its tariff to reconnect or reimburse the customer for the reconnection of the customer's hot water heater, and has therefore failed to state grounds for complaint.

Dated at Columbus, Ohio, this 17th day of May, 1999.

Respectfully submitted,

COLUMBIA GAS OF KENTUCKY, INC.

By: Stephen B. Seiple / Dean
Stephen B. Seiple
Senior Attorney

Andrew J. Sonderman, General Counsel
Stephen B. Seiple, Senior Attorney
David W. Rubadue, Senior Attorney
200 Civic Center Drive
P.O. Box 117
Columbus, Ohio 43216-0117
Telephone: (614) 460-4639
Fax: (614) 460-6986
Email: drubadue@ceg.com

Richard S. Taylor
315 High Street
Frankfort, Kentucky 40601
Telephone: (502) 223-8967

Attorneys for
COLUMBIA GAS OF KENTUCKY, INC.

ATTACHMENT A

<u>DATE</u>	<u>ORIGINAL CONSUMPTION</u>	<u>CORRECTED CONSUMPTION</u>	<u>ORIGINAL BILLING</u>	<u>CORRECTED BILLING</u>
12/22/98	7.4 mcf	7.4 mcf	\$ 61.47	\$ 61.47
1/22/99	9.8 mcf	14.7 mcf	69.63	101.43
2/22/99	24.8 mcf	9.9 mcf	189.45	78.74
TOTAL	42.0 mcf	32.0 mcf	\$ 320.55	\$ 241.64

CERTIFICATE OF SERVICE

I hereby certify that I have served a copy of the foregoing Answer of Columbia Gas of Kentucky, Inc. by ordinary U. S. Mail this 17th day of May, 1999 on the Complainant, Beby Jayaram, 2705 Southview Dr. Lexington, Kentucky 40503.

Stephen B. Seiple / [Signature]
Stephen B. Seiple



COMMONWEALTH OF KENTUCKY
PUBLIC SERVICE COMMISSION

730 SCHENKEL LANE
POST OFFICE BOX 615
FRANKFORT, KY. 40602
(502) 564-3940

May 7, 1999

Richard S. Minch
Manager, Regulatory Services
Columbia Gas of Kentucky, Inc.
2201 Mercer Road
P. O. Box 14241
Lexington, KY. 40512 4241

Bebby Jayaram
2705 Southview Drive
Lexington, KY. 40503

RE: Case No. 99-175

We enclose one attested copy of the Commission's Order in
the above case.

Sincerely,

A handwritten signature in cursive script that reads "Stephanie Bell".

Stephanie Bell
Secretary of the Commission

SB/hv
Enclosure

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

BEBY JAYARAM)	
)	
COMPLAINANT)	
v.)	CASE NO. 99-175
)	
COLUMBIA GAS OF KENTUCKY, INC.)	
)	
DEFENDANT)	

ORDER TO SATISFY OR ANSWER

Columbia Gas of Kentucky, Inc. ("Columbia Gas") is hereby notified that it has been named as defendant in a formal complaint filed on April 29, 1999, a copy of which is attached hereto.

Pursuant to 807 KAR 5:001, Section 12, Columbia Gas is HEREBY ORDERED to satisfy the matters complained of or file a written answer to the complaint within 10 days from the date of service of this Order.

Should documents of any kind be filed with the Commission in the course of this proceeding, the documents shall also be served on all parties of record.

Done at Frankfort, Kentucky, this 7th day of May, 1999.

By the Commission

ATTEST:


Executive Director

COMMONWEALTH OF KENTUCKY

BEFORE THE PUBLIC SERVICE COMMISSION

RECEIVED

APR 29 1999

PUBLIC SERVICE COMMISSION

In the Matter of:

BEBY JAYARAM
(Your Full Name)

COMPLAINANT

v.

COLUMBIA GAS of Kentucky, Inc.
(Name of Utility)

DEFENDANT

Case 99-175

COMPLAINT

The complaint of Bebby Jayaram respectfully shows:
(Your Full Name)

(a) Bebby Jayaram
(Your Full Name)

2705 Southview Dr., Lexington, KY 40503
(Your Address)

(b) Columbia Gas of Kentucky
(Name of Utility)

P O Box 14241, Lexington KY 40512
(Address of Utility)

(c) That: Please see The Attachment
(Describe here, using additional sheets if necessary, the

specific act, fully and clearly, or facts that are the reason and basis

for the complaint.)

RECEIVED

APR 27 1999

ATTACHMENT

PSC Consumer Services

To:
Bob Johnston, Director
Consumer Services Division
Kentucky Public Service Commission
730 Schenkel Lane, P O Box 615
Frankfort, KY 40602

April 23, 1999

Dear Honorable Director Johnston:

Thank you for your letter of March 26, 1999, along with the necessary forms. The Columbia Gas has charging excess bill: \$61.47, 101.43 & 78.74 for December, January, & February & 1999 respectively. I believe that these are very high, and I strongly disputing them. I explained to several people at Columbia Gas, several times on how I am conservative in using my daily utilities. These bills are too high for this time of year, in particular. On top of this, they put off my water heating system in side my house, telling that the exhaust pipe line was not in its position and dangerous to health. The exhaust pipe was not in its position only for few hours, as I was working (putting wood mud) on the shelling near water heater. If the service person is concerned on our health, he could have put the vent pipe on its position (takes few seconds), which was lying just near water heater, instead he turn off the heat. As a Scientist, I know about natural gas and its composition and I do know about CO, cordon monoxide.

In spite charging my excess bill, The Columbia Gas service people made my 75 years old mother and myself, without hot water for more than 10 days, including a Sunday, the March 21, 1999, the most precious of my life, I had to go to church without shower. As Mentioned above, regarding all of these, I made several requests by talking to several individuals including one supervisor at The Columbia Gas customer service departments, all my sincere efforts went in vain. They bluntly rejected my repeated requests. As a customer, in spite of my repeated request, I am not getting any kind of cooperation or help from Columbia Gas.

I strongly feel this not right. I am not agreeing with their excessive bills and they are accountable for all the inconvenience caused to my 75 year old mother and I, for not having hot water for over 10 days. My mother developed some health problem for not having hot water. I can provide her health documents if needed. They are responsible for the cost incurred for reconnecting the water heater.

Expecting to hear from you soon.

Thank you for consideration and help.

Sincerely,



Beby Jayaram, Ph. D.

2705 Southview Dr.
Lexington, KY 40503

Phone: 276-3834



COMMONWEALTH OF KENTUCKY
PUBLIC SERVICE COMMISSION

730 SCHENKEL LANE
POST OFFICE BOX 615
FRANKFORT, KY. 40602
(502) 564-3940

April 29, 1999

Richard S. Minch
Manager, Regulatory Services
Columbia Gas of Kentucky, Inc.
2201 Mercer Road
P. O. Box 14241
Lexington, KY. 40512 4241

Bebby Jayaram
2705 Southview Drive
Lexington, KY. 40503

RE: Case No. 99-175
COLUMBIA GAS OF KENTUCKY, INC.
(Complaints - Service) OF BEBY JAYARAM

This letter is to acknowledge receipt of initial application in the above case. The application was date-stamped received April 29, 1999 and has been assigned Case No. 99-175. In all future correspondence or filings in connection with this case, please reference the above case number.

If you need further assistance, please contact my staff at 502/564-3940.

Sincerely,
Stephanie Bell

Stephanie Bell
Secretary of the Commission

SB/jc

Baj

COMMONWEALTH OF KENTUCKY

BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

BEBY JAYARAM
(Your Full Name)

COMPLAINANT

v.

COLUMBIA GAS of Kentucky, INC.
(Name of Utility)

DEFENDANT

CASE 99-175

RECEIVED

APR 29 1999

PUBLIC SERVICE COMMISSION

C O M P L A I N T

The complaint of Bebby Jayaram respectfully shows:
(Your Full Name)

(a) Bebby Jayaram
(Your Full Name)

2705 Southview Dr., Lexington, KY 40503
(Your Address)

(b) Columbia Gas of Kentucky
(Name of Utility)

P O Box 14241, Lexington KY 40512
(Address of Utility)

(c) That: Please see The Attachment
(Describe here, using additional sheets if necessary, the

specific act, fully and clearly, or facts that are the reason and basis

for the complaint.)

Bebby Jayaram
(Your Name)

v. Columbia Gas of Kentucky, Inc.
(Utility's Name)

Wherefore, complainant asks Relief desired- As mentioned
(Specifically state the relief desired.)

in the separate Attachment

Dated at Lexington, Kentucky, this 23 day of
April, 1999.
(Month) (Your City)

BJ
(Your Signature)

(Name and Address of Attorney, if any.)

RECEIVED

APR 27 1999

PSC Consumer Services

ATTACHMENT

To:
Bob Johnston, Director
Consumer Services Division
Kentucky Public Service Commission
730 Schenkel Lane, P O Box 615
Frankfort, KY 40602

April 23, 1999

Dear Honorable Director Johnston:

Thank you for your letter of March 26, 1999, along with the necessary forms. The Columbia Gas has charging excess bill: \$61.47, 101.43 & 78.74 for December, January, & February & 1999 respectively. I believe that these are very high, and I strongly disputing them. I explained to several people at Columbia Gas, several times on how I am conservative in using my daily utilities. These bills are too high for this time of year, in particular. On top of this, they put off my water heating system in side my house, telling that the exhaust pipe line was not in its position and dangerous to health. The exhaust pipe was not in its position only for few hours, as I was working (putting wood mud) on the shelling near water heater. If the service person is concerned on our health, he could have put the vent pipe on its position (takes few seconds), which was lying just near water heater, instead he turn off the heat. As a Scientist, I know about natural gas and its composition and I do know about CO, cordon monoxide.

In spite charging my excess bill, The Columbia Gas service people made my 75 years old mother and myself, without hot water for more than 10 days, including a Sunday, the March 21, 1999, the most precious of my life, I had to go to church without shower. As Mentioned above, regarding all of these, I made several requests by talking to several individuals including one supervisor at The Columbia Gas customer service departments, all my sincere efforts went in vain. They bluntly rejected my repeated requests. As a customer, in spite of my repeated request, I am not getting any kind of cooperation or help from Columbia Gas.

I strongly feel this not right. I am not agreeing with their excessive bills and they are accountable for all the inconvenience caused to my 75 year old mother and I, for not having hot water for over 10 days. My mother developed some health problem for not having hot water. I can provide her health documents if needed. They are responsible for the cost incurred for reconnecting the water heater.

Expecting to hear from you soon.

Thank you for consideration and help.

Sincerely,



Beby Jayaram, Ph. D.

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Lexington, KY 40503

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